VOLUME VIII, NUMBER 4 October 1991

THE MUNI MEMO

OF THE PEOPLE, BY THE PEOPLE, FOR THE PEOPLE OF THE SAN FRANCISCO MUNICIPAL RAILWAY

Light Rail Maintenance Award Starts

On Tuesday, September 17th, Mayor Art Agnos, along with General Manager Johnny Stein, Deputy General Manager of Maintenance Phil Adams and Light Rail Maintenance General Superintendent Jonathan Miller, kicked off the new Muni Metro Maintenance Service Award, designed to recognize the work of 250 "behind-the-scenes" personnel for their efforts in maintaining Muni's ailing light rail fleet.

The new award will specifically honor the employees in the Preventive Maintenance, Running Repair and/or Support Shops units. It will be given each quarter to the unit that makes an extra effort to exceed the basic vehicle maintenance requirements that ensure safe and reliable service for the passengers of Muni Metro.

The employees of the units winning the quarterly award will receive a certificate of merit. The employees of the unit that earns the most points for the quarterly awards competition during a year will receive a special armpatch.

In addition, the name of the unit earning the most points during the year will be engraved on a gold nameplate, which will be mounted on a spe-

Continued on pg. 8

Two Muni Veterans: Know-How at The Top

If practice makes perfect, then a combined 60 years with the Municipal Railway must make General Manager Johnny Stein and Chief Inspector Art Curtis almost infallible! Stein and Curtis recently each received Years of Service pins for 30 years of employment with Muni. No one who knows Muni from the inside out has any doubt that the kind of experience Stein and Curtis have gleaned over the years places Muni in very good hands. In case you don't know just how strong those hands are, here's a look.

Photo: Carmen Magana

Sixty years of Muni experience: Johnny Stein and Art Curtis.

Stein and Curtis both joined Muni in 1961 as operators and worked their way up through the ranks. They have known Muni in good times and bad, in calm periods and periods of upheaval. They have witnessed transportation grow and change in San Francisco through the relative tranquility (transit-wise) of the sixties, the construction of BART and Muni Metro in the seventies, the diesel bus crisis, cable car system reconstruction, beginning expansion of electric trolley coach operation and the series of Muni reorganizations in the eighties, and now through the Muni Metro/Boeing LRV debacle, which is coming home to roost in the nineties.

If anyone knows how to manage public transportation in SF, it's Stein and Curtis, whether it's on the street (where Curtis juggles operations during earthquakes, fires, parades, street fairs and the like) or behind closed doors (where Stein juggles temperaments and the City bureacracy).

Stein moved through the positions of operator, inspector, instructor, safety manager, assistant division manager and assistant chief inspector to become Manager of Street

Continued on pg. 8

NWS-F13-19

Management Message

Public Transit Ridership Is Up Nationwide

According to the American Public Transit Association, ridership on U.S. mass transit systems increased by nearly 50 million unlinked passenger trips in 1990 for a grand total of 8.96 billion, the highest number since 1961. And Muni is no exception. Although ridership dropped a bit in San Francisco between 1988 and 1990 — most likely due to service cuts triggered by the City's drought-related budget constraints — during Fiscal Year 1990-91, it increased with the rest of the nation.

Muni is one of the most heavily used urban transit systems in the country, and San Franciscans and visitors to the City are well aware of just what an exceptional system Muni is, offering four different modes of transportation on 79 lines. The fact that ridership increased last year and appears to be steadily increasing tells you something about the Municipal Railway and San Francisco. Although we may hear complaints and go through rough periods, San Franciscans depend on and are committed to public transit as a way of life.

This past summer, during the Castro Street Crossover construction, for example, many Metro passengers were inconvenienced during our work to improve Metro efficiency in the long-run. Yet along with the complaints about service, we received letters commending us for our efforts.

Although I say this repeatedly, I don't tire of saying it. I'm proud of Muni and all of its employees and you should be proud, too. We repeatedly win awards in all areas. We provide excellent service to the public and our riders appreciate our dedication. I intend, as Muni's General Manager, to make sure that Muni continues to deliver dependable service so that San Francisco's Transit First Policy is maintained now and in the future.

Johnny Stein
General Manager

Job File

7283 Track Maintenance Superintendent (except cable cars), Muni, $40,063-48,784. Apply immediately. May close at any time. For info, call 554-1660; **5248 Sanitary Engineer,** Water Department and DPW, Bureau of Water Pollution Control, $52,766-$64,163. For info, call 557-4857; **5247 Associate Sanitary Engineer,** DPW and Water Department, $45,588-$55,413. For info, call 557-4857. **2390 Central Processing and Distribution Technician,** SF General Hospital and Laguna Honda Hospital, $28,113-$34,008. Apply immediately. For info, call Department of Public Health, 821-5029; **2908 Hospital Eligibility Worker,** SF General Hospital, Public Health, AIDS Drug Program; $30,051-$36,366 annually. Apply immediately. For info, call Public Health 821-5027; **2560 Rehabilitation Coordinator,** SF General Hospital, $51,221-$62,277 annually. Apply immediately. For info, call Public Health 821-5031. **2780 Laundry Worker Supervisor,** Laguna Honda Hospital, $28,113-$34,008 annually. Apply immediately. For info, call Public Health, 821-5027. 1424 Clerk Typist, Airport, $22,894-27,693. Apply immediately. For info, call Airport Personnel 876-2187. For up-to-date information on other City positions, please call the Civil Service Hotline at 557-4888 or the PUC Hotline at 554-1669. Both are updated on Thursday afternoons.

Unsung Heros

Employee Notice

Muni Shopmen's Retirees' Reunion
The Muni Shopmen's Retirees Reunion will be held on Monday, October 14th at 11:00 a.m. for No Host Bar with Luncheon starting at 1:00 p.m. at the South San Francisco Elk's Club, Stonegate Drive at Hillside Boulevard. The price is $16.25. Respond to Archie Kidd at 365-1528.

Congrats!

The Division Operators of the Month for September were:

Flynn:	Clarence Cook
Green:	Roger Becknell
Kirkland:	Roger Capilos
Potrero:	Oscar Baeza
Presidio:	Jimmie McMullen
Woods:	Celedonio Morla

Credits

The Muni Memo is published by the Community Affairs Department of Muni. Contributions and comments may be addressed to the Muni Memo, Room 238, 949 Presidio Avenue, San Francisco, CA 94115, telephone 923-6162.

Editor: Anne Milner

Photography: Gretchen Hildner
Ken Johnson
Carmen Magana
Bill Owyang
Kurt Wong

Design & Layout: Peter King

Printing: PUC/Muni Reproduction

Operators Barbara George and Wardell Slaughter

For their tireless efforts in making the Annual Safety Awards Banquet a success.

Barbara has been working on the Safety Awards Banquet for nine years since the first banquet was held. This is Wardell Slaughter's third year. Each year they are responsible for different aspects of the planning. "Tasks bounce around," Barbara says. She and Wardell serve on an organizational committee of six people, three union representatives and three people from the management ranks. While the banquet planning is going on, they attend meetings off duty until the week before when they are relieved from driving during the last minute preparations.

Photo: Gretchen Hildner

Barbara George and Wardell Slaughter.

Barbara George
BACKGROUND: Barbara George is a San Francisco native. She graduated from the Polytechnic High School. Prior to coming to work for Muni in 1979 as an operator, she worked in a clerical position at the Bank of America for 11 years. Barbara drives out of Potrero Division, the division she started from 12 years ago, but she has also worked at Cable Car and Metro. She drives the 14 Mission and signs up repeatedly for it. "I like the people and the weather," she says.
FAMILY: Barbara George is presently single. She has three grown children Antoinette, William and Charles and six grandchildren, the youngest of whom is nine months and the oldest of whom is nine years.
HOBBIES: Sports, football, roller skating, dancing and playing with the kids.
WORDS OF WISDOM: It's really rewarding to see the number of operators and management people who come to the Safety Banquet every year. The participation of so many operators is the special reward for me. I'm thankful for the opportunity to do it and enjoy being in the Union and working on different committees.

Wardell Slaughter
BACKGROUND: Wardell was born in Texas and moved to Oakland with his family when he was just a year old. He graduated from Berkeley High School and attended Contra Costa College. He served in the Air Force as an Airman First Class for four years in Anchorage, Alaska and Travis, California. Before coming to work for Muni in 1966, he worked at Custom Electronics, Pacific Empire Loan and the U.S. Mint. Wardell has worked out of Presidio for his entire Muni career. At nights over the years he has taken courses at Merritt College and Cal State Hayward.
FAMILY: Wardell has three grown children, Sheon, Sharelle, and Shannette, and one grandson.
HOBBIES: Fishing, movies, going out.
WORDS OF WISDOM: "The Safety Award Banquet is a great thing for the drivers. I hope it continues."

Awards

September Systemwide Operator of the Month

Name:	Johnny Wise
Division:	Potrero
Years with Muni:	18
Background:	
Birthplace:	Port Arthur, Texas
Education:	High school in Port Arthur
Previous Employment:	Gardener for Park and Rec
Marital Status:	Married to Lillian who runs the home office of "A Word for the Wise."
Children:	Angela, Stacey, and Kimberly
Hobbies & Interests:	Fishing, gardening, traveling
Words of Wisdom:	"Always treat your fellow man the way you would like to be treated."

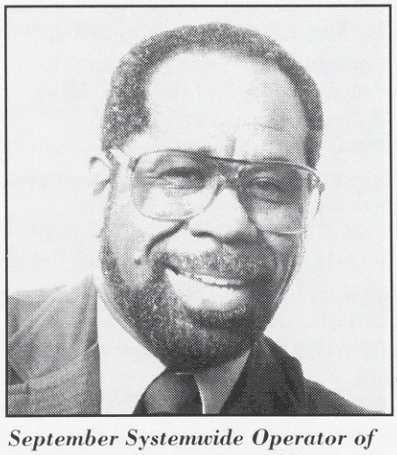

Photo: Carmen Magana

September Systemwide Operator of the Month Johnny Wise of Potrero Division.

September Maintenance Worker of the Month

Photo: Gretchen Hildner

September Maintenance Worker of the Month Milton Gee of Kirkland Division.

Name:	Milton Gee
Division:	Kirkland
Position:	Auto Mechanic 7381
Background:	
Birthplace:	San Francisco
Education:	John O'Connell High School
Previous Employer:	Firestone Tires
Marital Status:	Single
Hobbies & Interests:	Fishing and camping

Transit Supervisor of the Summer Quarter

Name:	Tom Mullen
Division:	Street Operations
Years with Muni:	24
Background:	
Birthplace:	Chicago
Education:	Four years at San Francisco State University
Previous Employer:	U.S. Army
Marital Status:	Married for six years to Celeste, an administrator at United Air Lines
Children:	None
Hobbies & Interests:	Gardening and riding airplanes
Words of Wisdom:	The Golden Rule

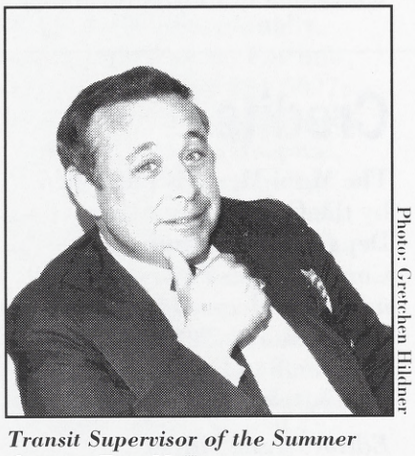

Photo: Gretchen Hildner

Transit Supervisor of the Summer Quarter Tom Mullen.

Awards

September Systemwide Operator of the Month Runner-up

Photo: Gretchen Hildner

September Systemwide Operator of the Month Runner-up Franklin

Name:	Franklin Harris
Division:	Potrero
Years with Muni:	17
Background:	
Birthplace:	Mississippi
Education:	High School, Fort Wayne, Indiana; one year at City College of San Francisco
Previous Employment:	U.S. Naval Shipyard, Hunter's Point
Marital Status:	Married to Pearlie. She is a foster parent to a baby girl, Lacoya, born July 12, 1991.
Children:	Adult son and daughter and Demetrius, 10 and Dominique, 5
Hobbies and Interests:	Basketball, whist and taking the children to the park
Words of Wisdom:	"Don't take things personally.

Tranportation Employee of the Quarter

Name:	Walter Ware
Position:	Transit Manager II, Division Superintendent
Division:	Cable Car
Years with Muni:	31
Background:	
Birthplace:	"I wish it were San Francisco."
Education:	Two years at the University of Illinois, Chicago, and various management courses including four weeks at Northeastern University in Boston
Previous Employer:	Chicago Transit Authority
Marital Status:	Mary Ware (happily - 31 years)
Children:	Nancy, Walter C., Timothy and Julian
Hobbies & Interests:	Bowling and golf
Words of Wisdom:	"Life is a charm. I am blessed to have a lovely and outstanding wife and family. I am fortunate to have had a long, happy and successful career with Muni."

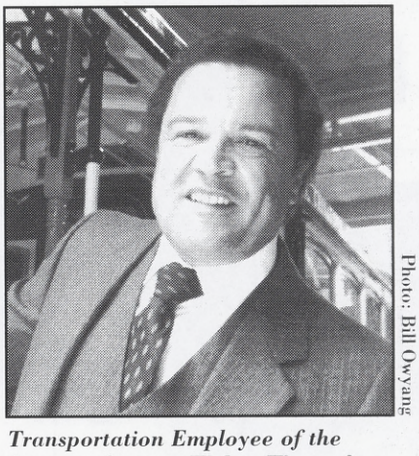

Photo: Bill Owyang

Transportation Employee of the Summer Quarter Walter Ware of Cable Car Division

News

Share And Save At The Same Time

Muni operator John Wood and mechanic Andy Zanetti have found a way to make a difference in their communities. On the fourth Saturday of the month, they help with the distribution of 200 tons of food. Woods and Zanetti are both dedicated volunteers with SHARE, a monthly self-help community service food distribution service that can also help you save up to 60% on your groceries.

Pay $13, do two hours of community service and receive $25-$35 worth of groceries. By pooling buying power and community service efforts, SHARE makes sure that nutritious, affordable food is reaching people at the end of every month.

John Wood's neighborhood is Bayview and he picks up the SHARE food for Our Lady of Lourdes Catholic Church. Andy Zanetti's neighborhood is Pacifica and he picks up food for Holy Cross Lutheran Church.

SHARE's 150 distribution "host sites" extend from Monterey to Sonoma counties and out to the San Joaquin Valley. You, too, can save 60% on groceries and find a way to help your community. Call (415) 467-2506 to find the SHARE host site near you. Or find out how your neigborhood center, church, club, school or organization can become a host site.

Welcome Aboard!

The following new Muni operators graduated from operator training on September 23rd. Congratulations! We hope you have a long and successful career with Muni!

Frank McDowell, Arkady Delgado, Warren Rubit, Thomas Harrell, Rita Moore, Jorge Bustos, Tanya Demby, Steve Conlu, Marva Higgins, Susannah Prescott, Gentle Conner, Vivian Showers, Fares Ammari, Michael Mark, Jackie Moss, Vilma Baeza, Evelyn Wilson, Jacqueline Colbert, Leon Chilton, Polly Brigham-Clark, Melvin Meno, Donna White, Yohannes Bemnet, Phillip Hill.

Photo: Ken Johnson

Transit managers and union reps with Muni's newest operators.

Another Award For Muni

The American Public Transit Association has awarded Muni two First Place Awards in the 12th Annual AdWheel Awards Competition. The awards are for the Large Transit System Print Media Category for Billboards and for Passes and Tickets.

Muni won out of 1000 entries for the "Bus Stops Here/Muni Takes You There" campaign and for the Muni Passport. Congratulations to Community Affairs Marketing and Promotions Manager John Corser, who directed these campaigns and to Kim Weller Design and John Noble Advertising Inc. for their innovative designs.

News

Muni Team Wins First Place At Regional Roadeo

Muni's 1991 Roadeo winners Romeo Arriaza, Rafael Cabrera and Manuel Caceres competed in the Northern California Regional Bus Roadeo in Stockton in August and walked away with First Prize as the team with the highest score!

In addition, Arriaza, First Place winner at Muni's Roadeo, came in second behind operator Albert Breeden of Golden Gate Transit. Arriaza and the Muni team competed against drivers from Stockton Transit, Santa Cruz Transit, SamTrans, Santa Clara County Transit, Golden Gate Transit, Alameda County Transit, Sacramento Transit, Contra Costa County Transit, Fresno Transit, Santa Rosa Transit, Sonoma Transit and BART Express.

Arriaza represented Muni at the APTA International Bus Roadeo in Toronto on October 1st. Congratulations to all of you.

Riders Speak

Dear Mr. Stein,

On behalf of the CalTrain Citizens Advisory Committee, I wanted to relay our congratulations to the SF Municipal Railway on winning the California Transit Guide "Five Star" rating. To be selected from 171 transit agencies statewide as the only Five Star system in California speaks volumes about the level of service performed by Muni on behalf of the community. To win this coveted rating for a second consecutive year (!!!) offers ample evidence of Muni's commitment to maintaining its leadership role within the industry.

Our very best wishes to the men and women of Muni as they look to the future.

Sincerely,

D. Bruce Shelton
Chairman
CalTrain Citizens Advisory Committee

To Whom It May Concern,

I just wanted to take the time to say thank you for all the help we received from your employees. We were stranded during a family vacation and your employees, one in particular (Mark Sangervasi from Kirkland Division) were very considerate and helpful.

It is nice to know that a large City like San Francisco still has a few really nice people like Mark Sangervasi. Please thank him for us again.

Thank you!

Steve, Marlene, Joe
and Tony Bettencourt
Tulare, CA

Dear Sir,

My sister and I (recently) spent a few days in San Francisco and were warned by friends that San Franciscans were, by and large, curt and unfriendly. Let me tell you that, between the staff at our motel and the folks who work for your company, that is a complete lie.

Your motormen on the streetcars and the attendants at the stations were so very helpful that our visit to San Francisco was the most enjoyable trip we have made in many years. Your cable car men were absolutely delightful. They are a dedicated lot of men and seem to take a great pride in their work. They were never too busy to talk to youngsters and oldsters alike who were interested in the cable cars, the city and the local attractions. Between their patience and their terrific sense of humor, the rides were incomparable.

Please extend to your staff our sincere thanks for a most delightful time in SF. You are wonderful people and we hope to come back to see you soon.

Sincerely yours,

Reverend J. Andrew Sack, Jr.
Louisville, KY

Maintenance *Cont.from pg.1*

cial wooden plaque. The plaque will be kept on permanent display at the Green Light Rail Center.

Muni will be awarding a new contract to replace the 128 Boeing-Vertol LRVs by the end of the year, with delivery of the new vehicles scheduled to begin in 1995.

According to Mayor Agnos, "It will be a major challenge to keep the existing fleet operational until the new streetcars arrive. The efforts of this small band of Muni Maintenance employees will have a major impact on the daily travel of thousands of people in SF. I'm happy that the Metro Maintenance Award will give public recognition to these hard-working, behind-the-scenes personnel, who are doing their utmost to keep this fleet running."

Photo: Carmen Magana

Winners of the new Metro Maintenance Award will receive sleeve patches like these.

Muni Veterans *Cont.from pg.1*

Operations, General Superintendent of Surface Transportation and Chief Transportation Officer/ Deputy General Manager of Transportation before being named Muni's General Manager last year. Curtis operated every mode of vehicle Muni runs specifically so that he would be a better inspector once he was promoted. When he became an inspector, he climbed up through the ranks as Transit Control Assistant Chief Inspector, Acting Chief Inspector, Woods Division Superintendent, Deputy Field Operations Manager, and Acting Field Operations Manager to become Deputy General Superintendent of Surface Transportation and Chief Inspector.

It's fair to say that for Stein and Curtis, Muni is their life's blood as well as their bread and butter. And when it comes to public transportation, that's the key to serving Muni's riders as well as these two do. Muni is lucky that people such as Stein and Curtis with grassroots experience have risen to the top. Congratulations and thanks to you both for 30 years of dedication, sweat, expertise and perseverence.

Remember to Give

The 1992 Combined Charities Campaign starts this month. Support the environment, education, medical research and much more by donating money to any of the 400 organizations involved.

Last year, Muni made a tremendous showing by coming in third citywide in donations. Let's beat that record this year. You can make donations through payroll deductions or by writing a check. Your donation can even win you a trip to an exotic locale. Look for detailed information from department coordinators soon. Don't delay. The donation period is from October 28th through November 15th.

Muni's Desert Storm troops

Photo: Kurt Wong

A few of Muni's Desert Storm troops get together for a photo (l to r): John Lewis, Lionel Hunter, Anthony San Jose, Rudy Zamora. Missing were: Ernest Ameral, Adita Bueno, Walter Maberry, William Wagner and Carlos Carillo.

NWS-F13-19